

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

MFR - 1987 PROFESSIONAL SECRETARIES INTERNATIONAL CONVENTION

FROM:

Director of Communication

EXTENSION

NO.

87-1772X

DATE

19 August 1987

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. DDA/EXA
7D24 HQS

24 AUG 1987

8/25 JR

FYI

2. Sue

25 AUG 1987

ad

3. Joyce

JAL

4. Becky

bs

5. cms/STO

26 Aug

Q

5. Please route
to other O/OOA
secretaries.6. ~~DDA/Registry~~

7. ←

8. SSA

8/27 8/27 B

9

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16.

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17.

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8/28 8/28 BB

18. OOA/Registry

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19 August 1987

MEMORANDUM FOR THE RECORD

SUBJECT: 1987 PROFESSIONAL SECRETARIES INTERNATIONAL CONVENTION

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1. From 26-30 July 1987, we attended the 1987 Professional Secretaries International (PSI) Convention in Los Angeles, California. Approximately 1,350 secretaries were in attendance--1,129 members, 96 affiliates (members of the international secretarial associations) and 124 non-members. The Agency sponsored the attendance of [] employees-- [] from the Directorate of Intelligence and [] from the Office of Communications (OC).

2. These five days were spent in a true convention atmosphere--elections of PSI Board of Directors were held, delegates voted on topics such as raising the PSI dues, continuing education seminars were attended, the PSI Secretary of the Year was selected, etc. (As non-members of PSI, we were not invited to attend the business sessions.) The following outline will provide an idea of the types of activities in which we participated.

a. 26 July - Sunday

Parliamentary Procedure Seminar - A two-hour lecture was given by the PSI Parliamentarian. The information obtained from this segment was beneficial in understanding parliamentary law, using the principles and rules based on Robert's Rules of Order. PSI practices parliamentary law in conducting their business meetings and it was utilized during the Convention's Formal Opening of Business Session. Continuing Education Units were earned and a certificate was presented upon completion of the seminar. A copy of the "Conducting a Meeting" booklet is attached.

International Festival - Federal Express hosted the two-hour opening event. This informal gathering allowed attendees an opportunity to renew acquaintances and meet peers.

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b. 27 July - Monday

Continuing Education Seminars - Between the two of us we attended three of the seven seminars offered. Continuing Education Units were earned by attending these sessions and certificates were awarded upon completion. A copy of each workbook is attached. Brief summaries follow:

Communications for Results: Influencing People Through Effective Communication - This was a full-day seminar. The speaker's objective was for individuals to learn to identify and overcome communication breakdowns and provide an opportunity to analyze your own listening and speaking styles; and, obtain better results in working with people, through discussion and application of "magic" words, feedback techniques, listening skills, and speaking style. Dr. Stephen Boyd was an excellent speaker. Some of the subject matter covered was familiar from previous courses. His presentation style and topic made this one of the more popular seminars offered.

Personal and Professional Success through Self-Esteem and Personal Dynamics - This one-half day seminar was conducted by Jane Boucher, a nationally recognized professional speaker and communications consultant. Ms. Boucher imparted to the group how to accept mistakes and failures without feeling less of a person; how to develop positive attitudes; and, how to develop a sense of confidence. The information she gave us was inspiring and relative to our own situations.

Action Tools for Solving People Problems in the Workplace - Dr. Martha Langdon-Dahm presented this one-half day workshop on how to become proficient in dealing with people who get on your nerves, people who waste your time, people who don't give you credit when they should, and people who won't take "no" for an answer. Dr. Langdon-Dahm has written a book entitled "Trade Secrets: 25 Proven Success Tools for Working, Dealing and Winning with People."

International Secretary of the Year (ISOTY) Event - The three ISOTY finalists were interviewed by a panel of judges before the entire audience. Questions ranged from "what is the hardest thing your boss has given you to do" to "name three of the challenges you see facing PSI in the future". While awaiting announcement of the new ISOTY, the 1986/7 recipient made remarks on her reign and showed a slide presentation of highlights during

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the past year. (For more information on this event, please see page 10 of the schedule.)

c. 28 July - Tuesday

Formal Opening of Business Session - This session was very impressive. The highlights were the nominations of candidates for International Offices, PSI Trustees, and Retirement Centers Trust; and the State of the Profession/State of the Association Address "Creating Our Future" by the 1986/7 PSI President Adella C. LaRue CPS. Ms. LaRue's speech is very informative. A copy is attached. (Instead of trying to summarize the speech, which we could not do justice to, please take time to read the complete report.)

d. Wednesday - 29 July

The Secretary MART - Exhibition of Office Products/Services - What an experience! Over thirty businesses participated in this exhibition. The quality of samples handed out and amount of time these companies devoted to explaining and exhibiting their products attests to the power secretaries have in influencing and managing their offices. The only government agency represented at the MART was the Department of State (DOS). A secretary from the DOS recruitment office manned the booth. A copy of the information DOS disseminated is attached. (A complete listing of companies represented at the MART can be found on pages 22 and 23 of the schedule.)

Keynote Luncheon - "The Dangerous, Seductiveness of Success" - Dr. Judith M. Bardwick concentrated on the problems caused by "plateauing"--the end of promotion and the end of challenge.

e. Thursday - 30 July

Business Sessions All Day

Banquet - This formal closing was an evening of entertainment and speeches. Ms. Frances R. Barr, 1987/8 PSI International President, touched upon the objectives and challenges of the coming year in her speech titled "Fountains of Opportunity".

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3. PSI's membership presently numbers 30,000. Its mission is "to effect increased productivity, career development, and quality of work life within the office environment by providing opportunities for educational, personal and professional growth. Its goals are (1) to provide educational resources and opportunities to achieve and maintain the highest level of professional competence and development, and (2) project a professional, strong, and authoritative image which is recognized and valued by the business community."

4. PSI is indeed a forward-looking organization. Not only does it sponsor the Certified Professional Secretary Program and publish "the Secretary" magazine, it has a World Headquarters building fund; has established a retirement center for secretaries in Rio Rancho, New Mexico; provides continuing education seminars for its members; and, much much more. (See the PSI info packet attached.)

5. Observations:

One of the most important benefits from attending this convention was the networking aspect--meeting and talking with secretaries who work in private industry and who live and work in different areas from around the world. It makes one realize what good benefits the Agency provides--such as training available while on the job; annual and sick leave; and the opportunity to attend conventions with expenses paid by our employer.

Networking opportunities are endless! Through networking, Agency secretaries are given an opportunity to provide a positive Agency image. In talking with other secretaries at the convention, they thought it was great the Agency had sponsored the attendance of so many of its secretaries.

A convention of this type, with such a large number of secretaries in attendance, provides an excellent opportunity for the Agency to advise PSI secretaries of employment opportunities. The Agency may want to consider manning a booth at the Secretary MART.

There is a male secretarial populace. It's inspiring to see that men have selected a career in secretarial administration. One young man we encountered is secretary to the Canadian Attorney General. Another young man was nominated for a position on the PSI Board of Directors.

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If the Agency continues to hold secretarial seminars during National Secretaries Week, Mses. Adella C. LaRue, CPS and Jane Boucher, C.S.P., would be excellent speakers for this program. The June/July 1987 issue of "the Secretary" contains an article on Ms. LaRue and a brochure on Boucher Consultants is attached.

It is important that secretaries be made aware of the existence of a professional organization such as PSI. This group, although it may not be for everyone, certainly has a multitude of opportunities to offer secretaries.

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STAT The June/July 1987 edition of "the Secretary" magazine contains information on the Secretary Sneakout 1987

6. Last but not least, we would like to thank OC for sponsoring our attendance at the 1987 PSI Convention and encourage its continued support in sponsoring attendance of OC secretaries at these types of forums in the future.

STAT

Secretary to Chief,
Engineering Division, OC

Secretary to the Director of
Communications

Attachments:

- A. 1987 PSI Convention Schedule
- B. "Conducting a Meeting" Booklet
- C. Continuing Education Workbooks
- D. "Creating Our Future" Speech
- E. Department of State Recruitment Info
- F. PSI Information Packet
- G. Boucher Consultants Brochure
- H. June/July Edition - "the Secretary" Magazine
- I. Registrants